

# HOW PROFESSIONAL STANDARDS COMPLAINTS FLOW

Ethics Complaint Received from Public/REALTOR®

Offer  
Ombudsman  
Services

Outcome #1



**SUCCESS!**  
Case Closed!

Outcome #2



**Service Rejected  
or No Resolution**

Arbitration Complaint Received from a REALTOR®

Offer  
Mediation  
Services

Outcome #1



**SUCCESS!**  
Case Closed!

Outcome #2



**Service Rejected  
or No Resolution**

  
Grievance Committee Review

Insufficient Evidence  
or Past 180 Days



**DISMISSED**

Professional Standards Hearing Process

To file a complaint, contact Michele McCaskill at (704) 940-3150.